CAMPBELL COUNTY OFFICE OF EMERGENCY MANAGEMENT (CCOEM)

POINT OF DISTRIBUTION (POD)
STANDARD OPERATING GUIDELINES

PURPOSE

This standard operating guideline (SOG) is a supporting document to the Campbell County Emergency Operations Plan and has been created to provide structure and guidance to the public safety agencies and volunteer organizations of Campbell County, Kentucky when activating, operating and demobilizing a point of distribution (POD) in support of the response of the community to a significant emergency or disaster. This SOG specifically addresses organization, POD set-up, equipment, operations, resource accountability, POD safety, demobilization and exercising and revision of this SOG.

STATUTORY REQUIREMENTS

Chapter 39 of the Kentucky Revised Statutes requires the development of a local Emergency Operations Plan (EOP) for each county within the Commonwealth. KRS 39 further identifies the local emergency management agency as the local government authority responsible for the development of the EOP Resource Management is one function that has been identified as a responsibility of local government and requires subsequent planning. This SOG has been developed to fulfill these statutory requirements.

SCOPE

PODs will become operational under the direction of the Emergency Operations Center (EOC) in the event the distribution of commodities becomes necessary. POD sites will be used for the purpose of receiving and distributing bulk emergency relief supplies, such as water, food and tarps within the first 72-96 hours after an event. The timeframe of activation will depend greatly upon the incident itself and the ability to set up locations. The purpose of these locations is to provide emergency supplies when they are not readily available to the community via normal means. Supplies to be provided will be based on the emergency need of the community.

DIRECTION AND CONTROL

POD operations fall under the guidance of Emergency Support Function (ESF) 7 - Resource Management, located within the Logistics Section at the EOC. The EOC Incident Commander will activate PODs when deemed necessary.

ROLES & RESPONSIBILITIES

Campbell County Office of Emergency Management

- Update standard operating guidelines and accompanying documents annually and distribute to participating organizations and/or agencies.
- Identify and train personnel assigned to Logistics Section and PODs.
- Prepare a list of potential POD sites, staffing, and equipment needs.
- Recommends activation and demobilization of POD(s)
- Determine commodities and quantities to be distributed by each POD.
- Mobilize essential personnel to manage and staff PODs.
- Maintain contact with POD managers; prioritize requests for resources.
- Ensure the coordination of delivery of POD supplies.
- Provide daily situation reports.

EOC ESF-7 – Resource Management – Logistics Section

- Those personnel staffing ESF-7 are responsible for establishing contracts, securing vendors and submitting and tracking requisitions for supplies, equipment, and services requested during mobilization of the EOC.

POD Management Teams

- Meet with facility manager to perform site damage assessment and report findings to EOC Logistic Section Chief.
- Track and document employee work hours.
- Monitor and refer all media inquiries to EOC PIO; prepare and submit daily report.
- Monitor and track inventory levels; prepare and submit daily report.
- Monitor and track all on-site equipment; prepare and submit daily report.
- Coordinate the distribution and collection of tools/supplies.
- Monitor and track vehicular count.
- Implement and maintain inventory control measures.
- Identify and request additional security needs, as they arise.
- Ensures the safety and well being of all POD workers.
- Train POD staff on roles and responsibilities.

POD CRITERIA

Establish initial points where the general public will obtain life sustaining emergency relief supplies. Locations will be based on:

- Proximity to population that needs to be assisted.
- Area is without power.

- Food distributors are not open for business within a 5-mile radius.
- A boil water order issue is in effect within the impacted area.
- PODS are not meant to provide commodities to the community when they are available by normal means.

POD TYPES

PODs are categorized into three types.

Type I
- Approx. 125,000 square feet
- 4 lanes
- serves 20,000 people a day

Type II
- Approx. 75,000 square feet
- 2 lanes
- serves 10,000 people a day

Type III
- Approx. 45, 000 square feet
- 1 lane
- serves 5,000 people per day

MOBILE DISTRIBUTION

To assist the special populations or isolated areas mobile distribution may be necessary. Local social service agencies, municipalities, and voluntary organizations will assist with the identification of isolated people in need.

Organizations who desire to participate in mobile distribution of commodities to the elderly, homebound, handicapped/immobile or other special needs populations must meet the following criteria:

- Provide overnight storage facility.
- Provide security to site.
- Own or have access to equipment and vehicles.
- Provide staff for distribution and warehousing of items.

Allocation of emergency resources will be based upon the standard State/Federal model:

- 1 gallon of water per person per day
- 2 MRE’s or equivalent per person per day

POD PERSONNEL

All POD personnel should complete FEMA ISC-26 training.
(http://training.fema.gov/EMIWeb/IS/is26.asp)

The operation of PODs will rely upon a great number of people to perform different functions. To address the need for continuity and adequate staffing, each POD will have a management team. Each team will be comprised of the following:

POD Manager – has overall responsibility for the safe operation of the POD. This includes all staff and resources on site throughout the activation The POD Manager reports to the EOC Logistics Section Chief for guidance and information. Is also the primary Safety Officer for the POD.

Support Team Leader – supervises all support operations including:

- Ensuring equipment use on site has been inspected, maintained and used in a safe manner.
- Coordinating supply truck movement on site.
- Conducting resupply operations including downloading commodities and resupplying the loading line.
- Maintaining accountability of all commodities received, on hand, and distributed from the site.
- Maintaining all documentation relating to resource accountability and providing daily resource reports to the EOC.

  The following positions report to the Support Team Leader:

  - The Traffic Controller – manages the movement of the vehicles through the POD; not just customer vehicles but also supply vehicles. The Traffic Controller directly controls the movement of vehicles in the vehicle lane and oversees the safety of loaders on the vehicle line.
  - The Community Relations staff – serves as the central point of contact for media and public relations on the site. Works with EOC PIO on disseminating information on PODs operations.
  - The Fork Lift Operator – manages the movement of pallets to and from the resupply vehicle(s). This includes resupplying the loading line.
  - The Pallet Jack Operator –is responsible for the movement of pallets to and from the loading line and removing empty pallets.

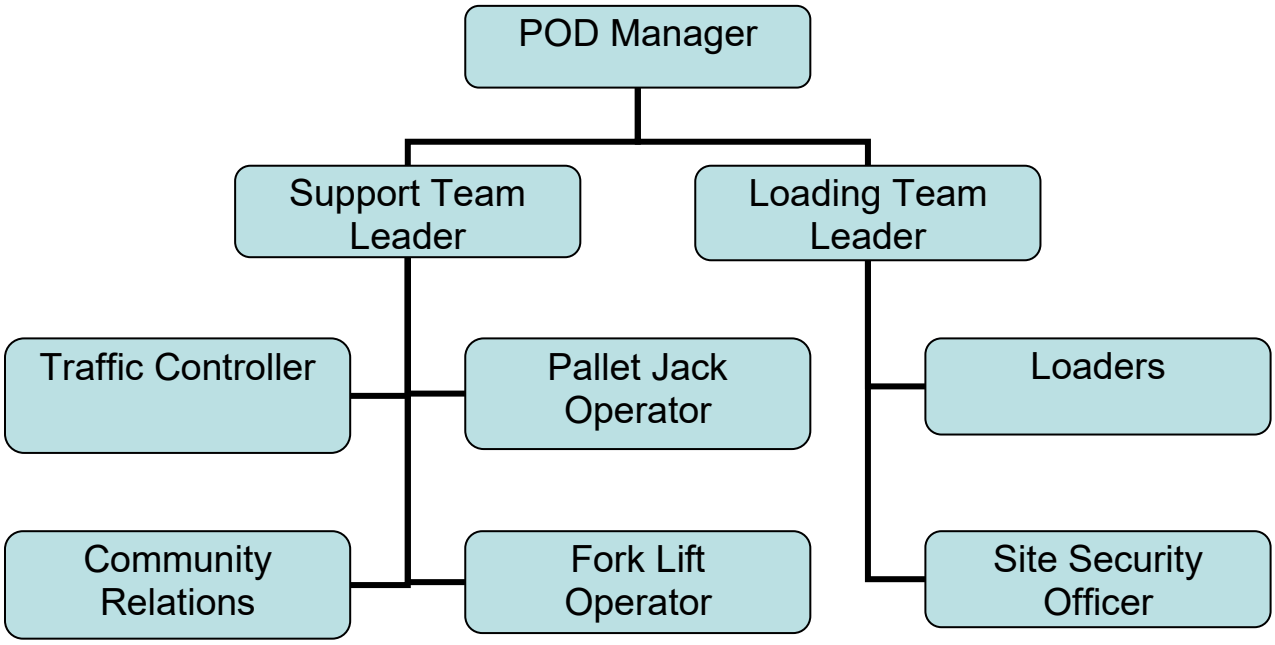
Loading Team Leader – supervises all loading and sustainment operations including:

- Loading of supplies into customer vehicles.
- Ensuring the loading line has adequate supplies.
- Coordinating the staff sustainment and care
- Oversees site security and coordinates with local law enforcement for assistance.

The following positions report to the Loading Team Leader:

- Loaders – are responsible for loading set quantities of supplies into customer vehicles. Loaders also coordinate with the Support Team for resupply of the line.
- The Site Security Officer – is responsible for securing the POD site and ensuring/maintaining good order. This position should be staffed by a law enforcement officer (LEO) or an individual trained in security operations.

Sample POD Organization Chart



ACTIVATION OF THE POD

Depending on the nature of the disaster, there may or may not be advance warning of an event. In situations where warning is given, preparation for the event will begin with as much lead-time as possible. In cases where advance warning was not possible, CCOEM or the EOC Logistics Section Chief will determine if there is a need for a POD(s). If needed, CCOEM or the EOC Logistics Section Chief will determine the location(s), timeframe for operation, and what commodities will be provided to the public at the POD(s).

The list of PODs to open will be finalized by CCOEM or the EOC Logistics Section Chief based on the following criteria:

- Impact to area(s)
- Availability of potable water
- Availability of commodities within affected areas

Once the decision to activate a POD(s) has been made, the POD Manager will be provided with the following information:

- Location of the POD
- Size of the POD (Type I, II or III)
- Time and date the POD will open,
- Type and quantity of commodities.
- Estimated date and time of first supply shipment.

Once the POD Manager is notified, he/she must notify the POD team. As part of the notification, the POD Manager will determine at what time the team will assemble at the POD site.

Debris removal crews will evaluate the ability to make the site and major roadways leading to the site passable. They will report to the EOC an approximate time of ability to clear the area and make it accessible. If access is not easily gained – alternate locations should be considered.

POD Managers will be responsible for inspecting the POD site to assess damage and determine the suitability of the site and report findings to the EOC. If the site is deemed safe, the team will begin to set-up the POD.

Operating Considerations

- PODS will provide commodities during the day and will be closed to the public at night. Re-stocking of commodities may occur at night or early morning.
- PODS should remain open in a location for a minimum of 72-hours. Due to interruption in communication systems the public may not be able to find out about the location right away.

SETTING UP THE POD SITE

Once it has been determined that the location and access ways are clear and free of hazards. The site will be secured and this will be relayed to the EOC. All parties delivering supplies and personnel for set up will be notified the site is ready for assembly.

Unless otherwise needed, the location will be set up as designated in the site plan. If alterations are made, they should be documented. The POD manager will communicate changes as they affect personnel and delivery entry points.

In order to maintain the flow of traffic coming through the POD, one main entrance and exit way will be established.

Signs to identify the main entrance and exterior signs with directional arrows should be placed on access routes to direct traffic to the appropriate entrance.

Any problems that cannot be resolved at the facility should be reported to the Logistics Section at the EOC.

After the site has been surveyed and secured properly, the staff will set up to receive supplies. Signs should be placed to help staff and evacuees navigate throughout the facility. Supplies should be distributed to the appropriate areas.

Signs will be posted as follows:

- Exterior signs will be posted in pre-designated areas to guide traffic to the POD.
- Interior signs will be posted to identify the various stations and important locations within the POD.

Office/Registration Area

The POD manager should ensure that all POD employees register at the site. Staff members should fill out the staff sign-in sheet located at the registration desk and maintain an accurate log of the hours they work while the center is open. It is extremely important that accurate records are maintained and that this information is forwarded to the EOC, when applicable, upon demobilization.

All staff should be given a briefing before they start. Additionally, staff must also be familiar with safety protocols.

This station will serve as the main flow of internal and external communications. This station should ideally be located in or near the main office of the site, depending on the layout. Access to the office area should be limited.

Arrival of Volunteers:

All volunteers must sign in with the POD Manager, complete all information on the volunteer sign-in sheet and log all hours worked. All volunteers should be oriented, supervised by the appropriate staff member, and wear identification vests.

ONGOING OPERATIONS

This section includes all activities that take place once the center is operational.

The POD Manager keeps the EOC Logistics Section Chief at the EOC apprised of the events in the POD.

Issues reported on a regular basis are:

- Staff shortages
- Supply shortages

- Commodity burn rates
- Number of vehicles serviced
- Any problems that arise in the POD that require additional assistance.

Emergency situations that require immediate action should be reported to 911.

Shift Changes

It is the responsibility of the POD Management Team to ensure that the staff they are supervising is rotated to prevent exhaustion. No staff member or volunteer should work more than a twelve-hour shift. A buddy system should be developed to ensure that staff members have someone looking out for them to prevent exhaustion.

Staff that refuse to rest or take a break should be identified and forced to take a break

It is the responsibility of the POD Management Team to brief the incoming Management Team.

Maintaining security of the site

CCOEM is responsible for arranging security at each of the sites. Arrangements for security are made beforehand at the request of the EOC Logistics Section Chief through EOC ESF-13 Law Enforcement Coordinator. However, should the need for additional security arise, the POD Manager is responsible for submitting request.

Traffic Control

The Traffic Controller is responsible for providing traffic control. The flow of traffic for people going into the POD should be setup so that traffic flows one-way in and around the POD in order to ensure the smooth flow of traffic.

Media Relations

The Community Relations coordinator should handle all media relations at the POD. A specific area for the media should be designated. Media should be greeted, asked to sign-in and wait in an area that does not interfere with POD operations. They should not be allowed to roam around the POD and must be escorted. The Community Relations Coordinator should respond to the media's request as soon as he/she is able. Personnel should only comment on areas of the operation with which they have knowledge. All other questions should be directed to the EOC ESF-2 PIO Coordinator.
Employee Rest Stops

Identify rest areas for staff. This site should have a shaded area where staff can take scheduled breaks, get out from under the sun, and hydrate. It should also have a supply of water, sunscreen, first aid supplies, chairs, etc.

DEMOBILIZATION

Determination to close

The POD will remain open until the EOC requires it to close. The POD Manager will work with all assigned personnel to secure all remaining supplies and ensure pickup from the site.

Once a determination to close the PODs is made by the EOC, the EOC Logistics Section Chief will notify POD Managers of closing times. The decision of when to close sites will include the following factors:

- Restoration of community services, including private businesses ability to provide commodities to the public.
- Needs of the affected community.
- Urgency of need to return facility to normal conditions.

Debriefing

The POD manager should make every attempt to have a short debriefing period to wrap up all POD business before the staff leaves.

AFTER ACTION REPORT

The POD management team should prepare an after action report on the operation and submit it to the EOC Logistic Section Chief. Included in the report should be the location of the center, dates of operation, summary of services provided, problems and recommendations.

POD TYPES AND LAYOUT

A POD is divided into three areas.

The SUPPLY LINE is where supply trucks, usually tractor-trailers, have room to unload. This area also includes staff care facilities including restroom facilities and rest tent. Having an informational bulletin board in the rest tent is a good way to keep your staff updated.

The LOADING LINE is where supplies are kept waiting on stacked pallets to be distributed to the public. This is also where loaders wait while vehicles are moving through the Vehicle Line.

The VEHICLE LINE is where the public drives through to get supplies. Entry into the vehicle line occurs only when all vehicles have come to a complete stop and the Traffic Controller has instructed the staff to “LOAD”.

PODs provide the same quantity of supplies to each vehicle. In the site layout diagram, the POD is providing water (W), ice (I), shelf stable meals (M), and tarps (T).

When setting up your POD, there is a minimum space for each area:

- Vehicle Line – 20 feet wide
- Loading Point – 80 feet by 40
- Supply Line – 50 feet wide

Traffic cones are used to guide customers through the POD site. The standards for placing traffic cones are different for pedestrian and vehicle PODs.

For vehicles, cones should create a lane that is 12 feet wide. It is recommended that cones not be placed more than 20 feet apart.

For pedestrians cones should create a lane that is 5 feet wide. Cones should not be placed more than 10 feet apart.

Signage for a POD is the same for vehicles and pedestrians.

- POD Ahead – this sign provides directions to inbound customers in locating the entrance to the POD. There can be multiple signs placed away from the POD to give the estimated distance to the POD.
- Enter – this sign directs customers to enter at the correct point of the vehicle lane.
- Loading Point – each loading point should be marked so that customers know to stop for materials to be loaded.
- Exit / Do Not Enter – this marks the vehicle lane exit. It is also important to clearly mark the opposite side of the sign with “DO NOT ENTER”.

TYPE III POD LAYOUT

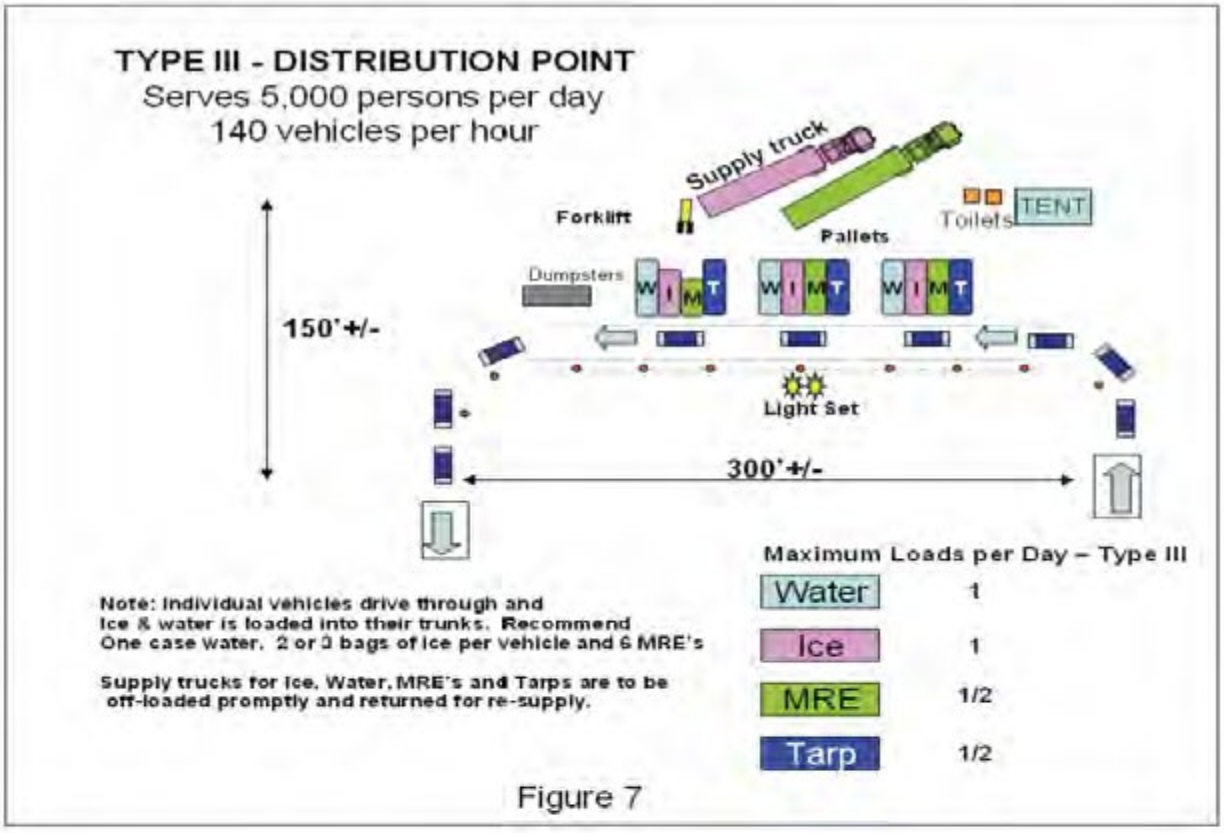


Figure 7

Type III Distribution Point
Resources Required

Type III Distribution Point						
Manpower					Equipment	
	Type		Day	Night	Type	Number
Local Responsibility	Team Leader		1	0	Forklifts	1
	Forklift Operator		1	1	Pallet Jacks	1
	Labor		14	2	Power Light Sets	1
	Loading PT	9			Toilets	2
	Back-up Loading PT	4			Tents	1
	Pallet Jacks Labor	1			Dumpsters	1
	Totals		16	3	Traffic Cones	10
Others	Law Enforcement		2	1	Two-way radios	0
	Community Rel.		1	0		
Grand Total			19	4		

Figure 8

TYPE II POD LAYOUT

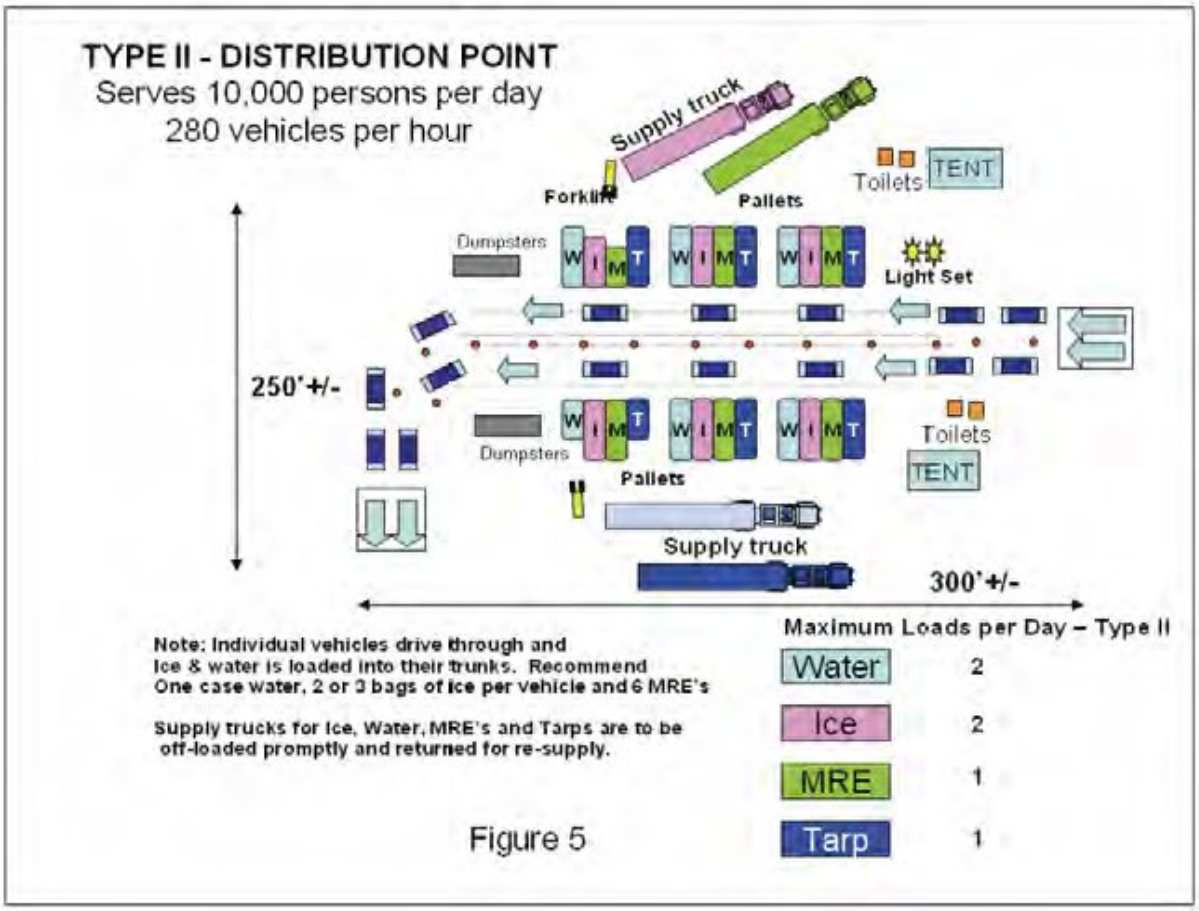
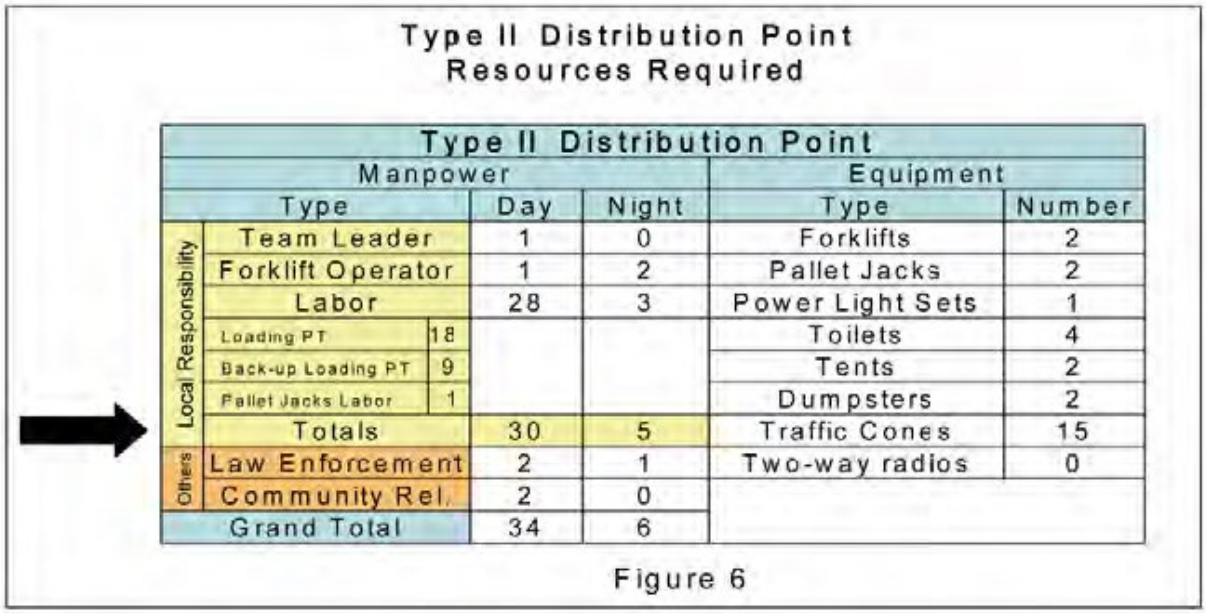


Figure 5



Type II Distribution Point
Resources Required

Type II Distribution Point						
Manpower				Equipment		
	Type		Day	Night	Type	Number
Local Responsibility	Team Leader		1	0	Forklifts	2
	Forklift Operator		1	2	Pallet Jacks	2
	Labor		28	3	Power Light Sets	1
	Loading PT	18			Toilets	4
	Back-up Loading PT	9			Tents	2
	Pallet Jacks Labor	1			Dumpsters	2
	Totals		30	5	Traffic Cones	15
Others	Law Enforcement		2	1	Two-way radios	0
	Community Rel.		2	0		
Grand Total			34	6		

Figure 6

TYPE I POD LAYOUT

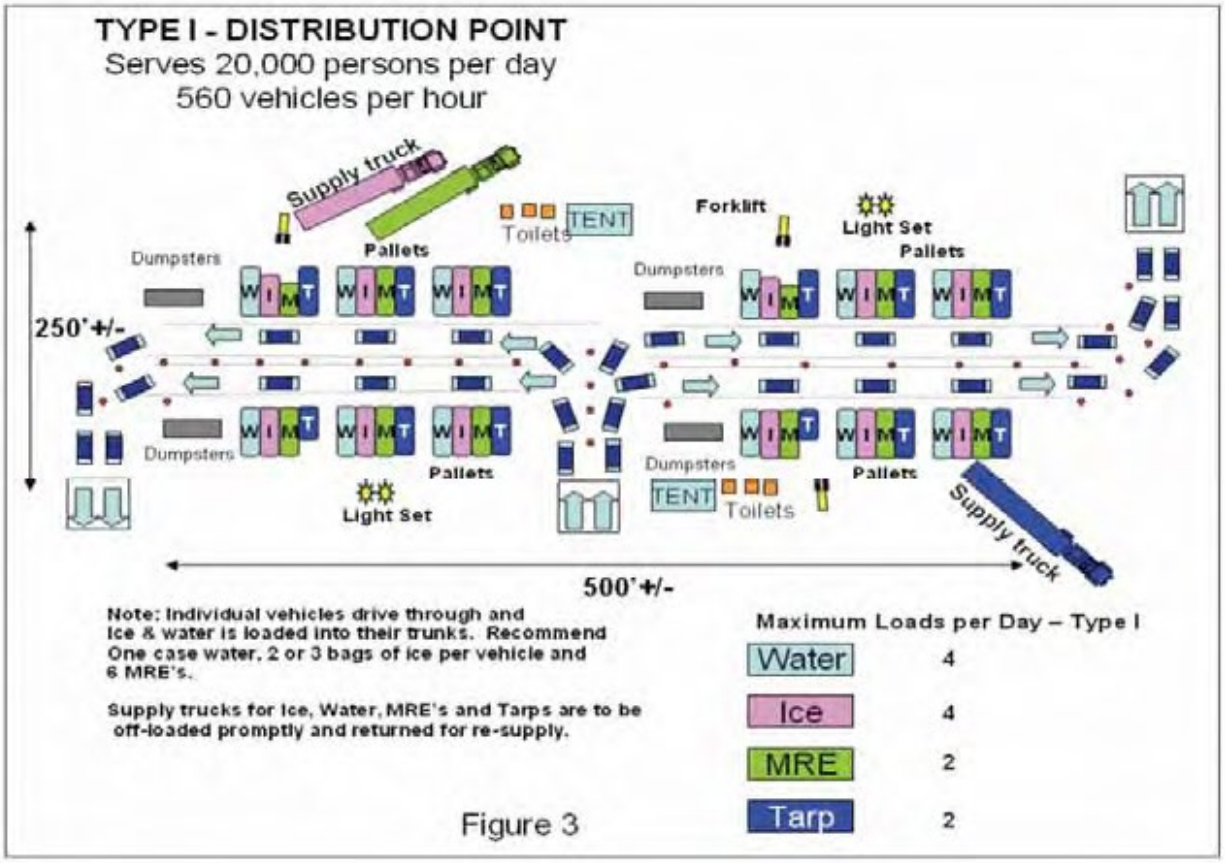


Figure 3

Type I Distribution Point
Resources Required

Type I Distribution Point						
Manpower					Equipment	
	Type		Day	Night	Type	Number
Local Responsibility	Manager		1	0	Forklifts	3
	Team Leader		2	1	Pallet Jacks	3
	Forklift Operator		2	3	Power Light Sets	2
	Labor		57	4	Toilets	6
	Loading Point	36			Tents	2
	Back-up Loading PT	18			Dumpsters	4
	Pallet Jacks Labor	3			Traffic Cones	30
	Totals		70	9	Two-way radios	4
Others	Law Enforcement		4	1		
	Community Rel.		4	0		
Grand Total			78	10		

Figure 4

POD Equipment List

At each POD location, it is best to have POD kit(s) on site to support the initial setup of the POD. Each POD kit is designed for a Type III POD. If a Type II POD is established at that site, the site should have two kits. A Type I POD would need four kits. The POD kit has supplies for the site and individual staff positions.

One (1) 96 gal trash can, wheeled (for storage of the kit)

Sixteen (16) pairs of leather work gloves

Four (4) rolls of duct tape

Nineteen (19) battery-powered (D-cell) flashlights

Nineteen (19) reflective safety vests

One (1) First Aid Kit

Twelve (12) 36”, reflective traffic cones

Sixteen (16) safety hard hats

Thirty (30) orange or red glow sticks

Thirty six (36) D-cell, batteries

Eight (8) medium back support belts or vests

Eight (8) large back support belts or vests

One (1) 5 lb. fire extinguisher